



## **User Manual**

*Hearmore EXCITE HM05A-BTE*

# *User manual*

## **Hearmore EXCITE HM05A-BTE**

Hearmore EXCITE customised  
Behind-The-Ear Hearing Aid.

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# Preface

*Reconnect with Life!* Hearing aids do more than just make sounds louder. They help you reconnect back into family and community life; this is what excites people the most. So to get the most benefit from your new EXCITE series hearing aid, please read this manual carefully.

Your EXCITE series hearing aid is a quality precision device made following the highest standards of craftsmanship, engineered to be discrete, comfortable and durable. It is important that you understand what to expect from your hearing aid. Most important, although hearing aids will bring you more volume of sound, they will not restore perfectly the way you use to hear sounds, including speech and

music. The EXCITE models have more features than the ENJOY range and can be customised to compensate for your hearing loss. It may take some time for you to adjust to the new sounds you hear and in fact it usually takes 3-4 weeks to fully adjust.

Your EXCITE hearing aid has been customised to compensate for your specific and unique hearing loss profile. There are four operating modes programmed into your hearing aid that will suit different environments.

## Intended Use

The EXCITE HM05A-BTE hearing aid is an electronic device that amplifies the sound from your surroundings. It is intended to help the hearing impaired to recover their hearing by compensating for their hearing loss.

## Precautions

It is suggested that you do not wear hearing aids if you have an ear infection or open wounds in your ear.

## WARNING

If the hearing aid produces excessively loud sounds, remove the device and contact your Hearmore representative.

## WARNING

A Magnetic Resonance Imaging (MRI) scan could damage your hearing aid and affect its performance. Ensure that your hearing aid is removed before having an MRI scan, CT scan or XRAY.

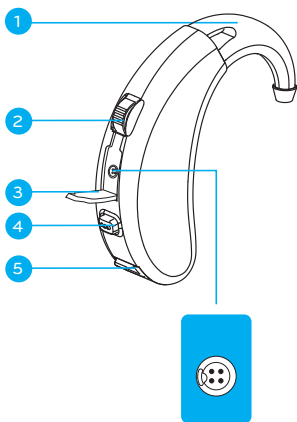
THE TECHNICAL  
SPECIFICATIONS OF  
THIS PRODUCT ARE  
SUBJECT TO CHANGE  
WITHOUT NOTICE.

# Features

The EXCITE BTE is designed to neatly fit Behind-The-Ear, with either an earhook and tube, or sound tube, which is connected to an eartip that fits comfortably in your ear canal.

1. Earhook
2. Volume Control
3. Programming Port cover
4. Program Mode Switch
5. Battery door

Store in a safe dry place.



Programming Port

Figure 1

# Battery fitting

Your EXCITE BTE hearing aid uses Battery Type 13. Fitting the Battery into the hearing aid is a straightforward process.

With your finger gently open the Battery door (Figure 1)

Place the battery into the battery compartment. The battery is shaped in such a way such that it will fit into the battery compartment in only one way. The battery door will not close if the battery is inserted incorrectly.

**CAUTION:** Batteries are dangerous if swallowed! Keep batteries out of the reach of children. Never put batteries in your mouth for any reason as they are easily swallowed. In the

Note the (+) on the battery side. There is no need to use excessive force to close the door.

Once the Battery Door is closed the hearing aid will turn on automatically.

Batteries and accessories can be purchased on-line from the Hearmore website

[www.hearmore.com.au](http://www.hearmore.com.au)

event that a battery has been swallowed, seek immediate medical attention.

## TO TURN ON

When the battery door is closed your hearing aid will turn on after 5 seconds to allow you time to fit the hearing aid in your ear. Why the time delay? Hearing aids can often produce high-pitch whistling sounds when your hand is placed around or close to the hearing aid. The time delay allows for a more comfortable fitting experience.

## TO TURN OFF

Simply remove the hearing aid by grasping the tubing close to the earbud and remove from the ear canal. Then remove the hearing aid from the top of the ear. To turn off your device, simply open the battery door completely.

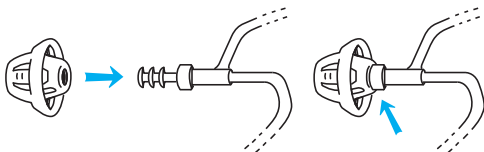


# Fitting the tube & dome

Your EXCITE hearing aid has basically 3 parts.

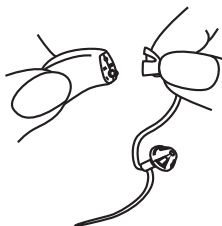
1. Sound amplifying unit
2. Connecting sound tube
3. Dome that fits in the ear canal

The dome connects directly with the sound tube. Push the dome over the grooves on the tube to mount it. There are 3 sizes of domes for different ear canal sizes. Use the dome that provides the best comfort and fit for you.



## Attaching the sound tube

Hold the end of the sound tube in one hand and the hearing aid in the other. Line up the sound tube on top and push onto the adaptor that sticks out of the hearing instrument case. There is no need to twist the tube when you push it on.



# Operation

## How to wear your hearing aid

### 1. Clean your ear of any visible wax.

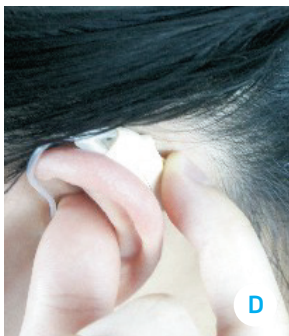
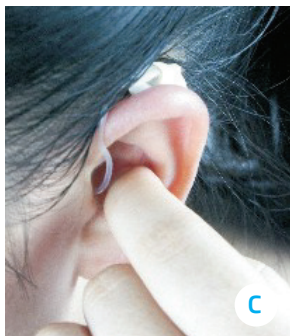
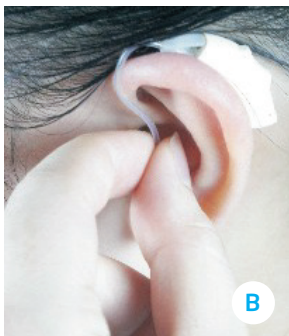
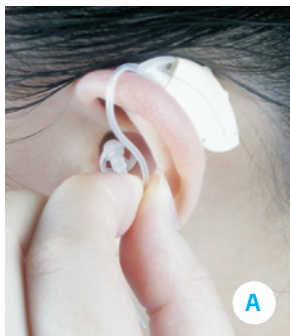
Make sure the device is on (see page 5). Note you will have 5 seconds to fit the hearing aid once the battery door is closed. If you take longer than this the hearing aid may produce whistling sounds. This is normal but it may be unpleasant to hear. It will take some practice at first. But after a few times you will be able to fit your hearing aid with relative ease.

### 2. Hold the tubing with your thumb and index finger close to the ear dome. (Figure A)

### 3. Place the instrument over the top of the ear.

### 4. Gently insert the ear dome into your ear canal.

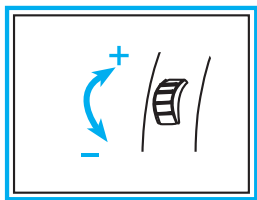
Move the retention lock into position by lifting and placing it into the bowl of your ear. The retention lock is a piece of plastic that extends beyond the dome. The retention lock fits in the bowl of your ear and helps to secure the hearing aid in place.





# Volume control

To adjust the volume, rotate the volume control using your fingertip. There are numbers on the dial that shows the volume setting. The number “1” is the lowest while “4” is the loudest.



Note that before fitting the hearing aid it is good practice to set the volume to “1” and then adjust the volume higher to your liking after fitting. You may hear whistling sounds when your hand is near the hearing aid if the volume is set too loud. If the whistling sound still remains when your hand is away from the hearing aid then you should turn down the volume.

# Selecting the custom program modes

The program mode switch is used to select from one of four custom program modes stored in your EXCITE hearing aid. Each mode has been chosen for different environments.

Mode 1 is set for general use.

Mode 2 is suitable for noisy/restaurant environments.

Mode 3 should be used for listening to TV or music.

Mode 4 selects the audio Induction loop and can be used with telephones or in movie theatres.

You can choose the mode that helps you the most in the particular setting you are in. Here's how you can cycle through the program modes.

When your hearing aid is turned on it will start in Mode 1.

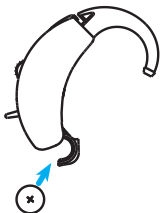
When the program mode switch is pressedd the hearing aid will switch to the next program mode and it will play a number of beeps. The number of beeps tells you what program mode the hearing aid is in: One beep for mode 1, two beeps for mode 2, etc.

If you have two hearing aids, ensure that the same program mode is selected for both hearing aids.

# Replacing the battery

1. Open the battery door and remove the old battery.
2. Remove the protective foil from the new battery.
3. Insert the new battery, be sure that the plus (+) is facing up.
4. Close the battery door.

Important: Handle the battery door gently. The operation requires only a minimum of force. If there is any resistance when closing the battery door, ensure that the battery is correctly inserted. The battery door cannot be closed if the battery is inserted incorrectly.



# Maintenance

## Cleaning and changing tubes

Your EXCITE hearing aid is a low maintenance device but there are some parts that should be cleaned to maintain good hygiene for your ear. Also, earwax can build up around the dome insert and block the sound transmission. We suggest that you clean your hearing aid once a week:

A cleaning brush has been provided with your hearing aid kit.

With correct maintenance the EXCITE hearing aid should provide many years of use. Inspect consumable items regularly (sound tubes and domes) and replace if showing signs of wear or damage. Batteries, sound tubes and domes are available from your Hearmore representative or can be ordered on line at [www.hearmore.com.au](http://www.hearmore.com.au).





1. Use a soft cloth to wipe and remove any particles or moisture from the tubes and earbud piece.
2. Use the Cleaning Tool to remove debris / wax from the sound tubing and earbud.
3. Remove the tubes by gently rotating them whilst firmly holding the hearing aid.
4. Pull out the sound tubing from the hearing aid.
5. Insert the cleaning tool through the nose cone end. Thread all the way through the tubing and earbud.
6. To reassemble or change sound tubing simply line up and push tubing until it snaps into place.

## *Low battery warning*

When you hear one short beep, it means that the battery is low. You will hear the warning intermittently until you replace the battery.

After the first warning, you may experience some reduction in sound quality. This is normal and can be remedied by inserting a new battery in the hearing aid.

Always remove the battery if your instrument is not in use for long periods of time.

# *Caring for batteries*

Use only high quality batteries from reputable suppliers. It is recommended that you use Hearmore supplied batteries (can be purchased through the Website [www.hearmore.com.au](http://www.hearmore.com.au)). Each battery is provided with an adhesive label that ensures that the batteries are sealed and fresh until used. Keep batteries in the seal until required.

Never let a flat battery remain in the hearing aid. It may leak and cause damage to the device.

# Troubleshooting guide

## SYMPTOM

## POSSIBLE CAUSE

## REMEDY

No sound	No battery	Insert the battery
	Dead or low battery	Replace battery
	Battery improperly inserted	Insert battery correctly
	Wax or debris in the microphone or dome	Clean both microphone and dome with brush

Too Loud	Volume set too high	Adjust the volume
	Low battery	Replace battery
	Hearing instrument damaged	Contact your Hearmore professional
	Hearing instrument settings not optimal	Contact your Hearmore professional to have the hearing aid reprogrammed.

SYMPTOM	POSSIBLE CAUSE	REMEDY
Not loud enough	Low battery	Replace battery
	Excessive ear wax	Consult your physician
	Volume set too low	Increase the volume
	Wax or debris in the microphone or receiver	Clean both microphone and dome with brush
	Hearing loss change	Contact your Hearmore professional
Whistling, feedback	Loose insertion of hearing instrument	Remove and reinsert
	Excessive ear wax	Consult your physician
	Dome incorrect size	Change dome size
Not clear or distorted sound	Low battery	Replace battery
	Hearing instrument damaged	Contact your Hearmore professional
	Hearing loss may have changed	Contact your Hearmore professional to have the hearing aid reprogrammed

# Appendix

## Operating Conditions

Temperature should not exceed limits of -20°/60° Celsius at a relative air humidity of 85% for extended periods during transportation and storage. Air pressure between 500 and 1100 hPa is not detrimental to the instrument.

## Technical Data

Maximum Output	IEC-60118-7/2005(2cc-coupler)
EXCITE HM05A-BTE	130dB(Typical)

## Manufacturer

Manufactured by Xiamen  
Newsound Technology Co  
Ltd under agreement with  
Hearmore Pty Ltd

405 Wei Ye Building  
Innovation Center  
Xiamen Torch Hi-Tech Industrial  
Development Zone, Xiamen  
Peoples Republic of China

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